

Information Systems Team Standard Operating Procedures

Job Title: LAN Administration Specialist II

Job Summary: Provides technical support to Division employees, maintains the Divisions network systems, evaluates computer needs and purchases and installs PC's for employees. In addition the LAN Administration Specialist works on special projects as directed by DFO management.

Tasks and Responsibilities – Daily (D), Weekly (W), Monthly (M), Quarterly (Q), Yearly (Y), and as Needed (AN)

- **Provides technical support for Division employees on software and hardware equipment.** This includes traveling to telecommuter's homes to provide support. (AN)
- **Coordinates the purchase and configuration of new PCs for Division employees.** The LAN Administrator must evaluate on a regular schedule which PCs in the Division have the least power and ability. Each time new PCs are purchased the least powerful machines are rotated out and surplusd. However, if a particular employee has a need for a more powerful machine because of the amount of data they must process, they may receive a new machine sooner than scheduled even if their PC is not due for replacement. (AN)
- **Maintains the Division's network system.** This includes installation of new hardware and software as needed, monitoring space on the servers, ensuring back-up tapes are running and changed out properly (typically every three days the six tapes are changed), and trouble shooting problems as they arise. (AN)
- **Uses the purchasing card to buy computers, software and related equipment and Software.** (AN)
- **Maintains and updates the electronic hardware and software equipment database for all Division employees.** (AN)
- **Updates the MLA spreadsheets for ITS.** This information helps ITS maintain proper licensing for software used by Division employees. (AN)
- **Assists the Database Administrator as problems arise.** (AN)
- **Sets up and maintains user accounts.** Maintenance of user accounts includes running a clean-up program as needed. (AN)
- **Maintenance of the Division Web Page.** (AN)
- **Performs other duties as assigned.** The Director, Deputy Director, or the IT Manager may direct the LAN Administrator on special projects as needs arise. (AN)

Important Miscellaneous Information to accomplish the tasks and responsibilities list above

- The following are the servers and IP address used by the Division:

<u>Server</u>	<u>IP Address</u>	<u>Location</u>	<u>Uses</u>
UTSTFOSP	168.178.83.200	Draper	File, E-mail, Print, and DHCP
UTSTFOFS	168.178.83.201	Draper	File, E-mail, and Print

<u>Server</u>	<u>IP Address</u>	<u>Location</u>	<u>Uses</u>
UTSTFOADMIN	168.177.192.6	SOB	File and E-mail
UTSTFOMAIN	168.177.192.12	SOB	E-mail and Print
UTSTFOMINE	168.177.192.5	SOB	DHCP
UTSTFOOS	168.177.192.11	SOB	Oracle Server
UTSTFOAS	168.177.192.10	SOB	Production Server
UTSTFOTEST	168.177.192.13	SOB	Test Server
UTSTFOBACKUP	168.177.192.8	SOB	Back-up Server
UTSTFOWS	168.177.192.?	SOB	Web Server